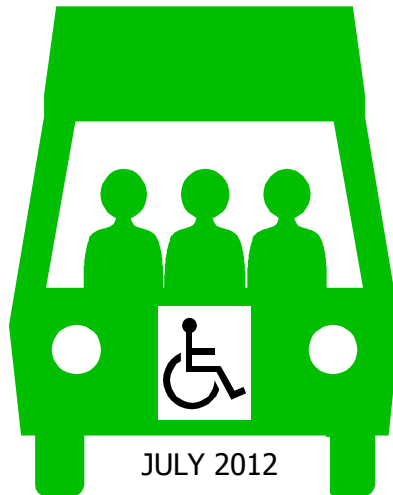




# Policies and Procedures



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**TransIT Services of Frederick County**  
1040 Rocky Springs Road, Frederick, MD 21702  
(301) 600-2065    [www.frederickcountymd.gov/transit](http://www.frederickcountymd.gov/transit)

MISSION STATEMENT.....	1
WHAT IS TransIT-Plus? .....	1
POLICIES .....	1
General Policies .....	1
Eligibility .....	2
Geographic Areas Served .....	2
Days and Hours of Operation .....	2
Advanced Reservation Policy .....	3
Late Policy.....	3
"No-Show" Policy .....	3
Fare Policy.....	4
Passenger Assistance Policy.....	5
Personal Care Attendant Policy .....	5
Policy on Portable Breathing Aids.....	6
Passenger Securement Policy.....	6
Lift Use Policy.....	7
PROCEDURES .....	7
How to Register for TransIT-plus.....	7
How to Schedule a Trip .....	7
How to Request the Return Trip .....	8
How to Cancel a Trip .....	8
How to Pay the Fare .....	9
How to Purchase Tickets .....	9
How to File a Compliment, Complaint, or Suggestion.....	9
PASSENGER RIGHTS AND RESPONSIBILITIES .....	10
OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS .....	10
Public Transit .....	10
Reduced Fare Program.....	11
Travel Training .....	11
ADA Paratransit.....	11

This document is available in large print or audiotape format upon request by persons with visual or other disabilities.

## **MISSION STATEMENT**

TransIT is a team of transportation professionals committed to providing high-quality public transportation, paratransit and commuter services in a safe, dependable, and courteous manner. TransIT promotes mass transportation alternatives in the region and assists Frederick County citizens to select the most cost-effective and convenient transportation alternative.

## **WHAT IS TransIT-Plus?**

**TransIT-plus** is our countywide, shared-ride, curb-to-curb paratransit service for senior citizens and persons with disabilities. Medical assistance recipients may use TransIT-plus for medical appointments only, if pre-approved by the Frederick County Health Department. Medical trips are prioritized, and other trips are provided on a space-available basis. Passenger trips will be coordinated to serve as many people as possible and to use our vehicles in the most efficient manner.

## **POLICIES**

### **General Policies**

The following policies apply to all of TransIT's services, including TransIT-plus:

1. Passengers must pay the fare upon boarding the vehicle. Exact change, valid ticket or pass is required.
2. For the comfort of all passengers, smoking, eating, drinking, chewing, and using illegal substances in TransIT vehicles are prohibited.
3. Passengers may not play an audio device unless using a headset and keeping the volume low so that others are not disturbed.
4. Passengers may not socialize with the driver while the bus is in service. The driver's attention must be on safe driving!
5. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior or language appears abusive, offensive, disorderly or dangerous to himself, the driver or other passengers.
6. Passengers shall not carry articles onto a TransIT vehicle that cannot be held by the passenger or secured under the seat. Passengers shall not place articles in the aisles of the TransIT vehicle. The amount of groceries or bags carried on the bus

will be limited to what the passenger can carry in one boarding. The driver cannot assist with these items.

7. Strollers are permitted on TransIT vehicles only if folded. Please fold the stroller before boarding and carry your child on the bus.
8. Children under age 12 must be accompanied by a parent or guardian.
9. Service animals trained to assist an individual in living independently are permitted on board TransIT vehicles. Service animals must be registered with TransIT. Pets and other animals, not specifically trained as service animals, are not permitted.

**The remaining policies are specific to TransIT-plus.**

### **Eligibility**

Senior citizens (aged 60 or more), persons with disabilities, and Medical Assistance recipients pre-approved by the Frederick County Health Department. Other individuals may use the TransIT-plus on a space-available basis.

Passengers must be registered with TransIT-plus before transportation service can be scheduled.

While trips for medical purposes are given scheduling priority, other trips may be arranged for seniors and persons with disabilities.

### **Geographic Areas Served**

TransIT-plus is available throughout Frederick County.

### **Days and Hours of Operation**

Regular hours of operation are Monday through Friday, 8:00 a.m. to 4:00 p.m. In order to complete your travel by 4:00 p.m., you should schedule your appointment no later than 2 p.m. for trips within Frederick City and by 1 p.m. for trips within Frederick County.

Service is **not** provided on the following County holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the following day, Christmas Day, and local and Federal Primary Election Days. For specific dates of these holidays during the current year, please call the TransIT office at (301) 600-2065.

**Advanced Reservation Policy**

Trips must be scheduled at least two (2) business days in advance of the day requested. Reservations are accepted as much as ten (10) calendar days in advance. Example: To schedule a trip on Friday, you must call on Tuesday or prior.

**Late Policy**

In order to provide service to as many people as possible, it is essential that all passengers be ready at their scheduled time. Passengers who are not ready for their scheduled pickup time cause the driver to fall behind schedule and inconvenience other passengers. Therefore, there is a five-minute limit to the amount of time TransIT-plus drivers will wait for a late passenger.

It is the passenger's responsibility to be ready and waiting at their door (or curb, if they are able) by their scheduled pick-up time. If the passenger is not ready and boarding the bus within five minutes of the scheduled pickup time, and has not called the dispatcher to reschedule or cancel the trip, the driver will notify the dispatcher and depart for next pickup, and the late passenger will be considered "no-show."

**"No-Show" Policy**

From time to time, it may be necessary for a scheduled passenger to cancel a trip for unexpected circumstances beyond their control. Last minute cancellations, or "no-shows," are detrimental to the efficient and effective operations of a demand-response transportation system. No-shows waste resources that could be used to provide transportation to other passengers. Therefore, TransIT-plus has instituted a "no-show" policy to prevent and remedy abuse.

**What Constitutes a "No-Show"?**

If a passenger is unable to make his or her scheduled trip, and does not call the dispatcher to cancel the trip at least 2 hours in advance of the scheduled pick-up time, the trip will be considered a "no-show." Passengers who are not ready by their scheduled pick-up time may also be considered a "no-show" if they are more than five minutes late; the driver will leave after waiting five minutes and contacting the dispatcher.

### "No-Show" Consequences

A "no-show" has the following consequences:

1. First offense:       Written *or verbal* reminder
2. Second offense:     Warning letter
3. Third offense:       Suspension of service for one month & fine amounting to fares of all three no-shows.
4. Fourth offense:     Suspension of service until reinstated at the discretion of the Operations Manager and fine amounting to the actual cost of the service.

An offense will be dropped if a subsequent offense does not occur within 45 days of the preceding offense.

### Appeals Process

The passenger may appeal any of the above four actions if he or she feels a "no-show" occurred because of unexpected circumstances beyond his or her control (e.g. medical or family emergency). Written appeals should be addressed to the Assistant Director within ten (10) calendar days of notification of the offense.

## **FARE POLICY**

The fare policy is as follows:

	Cash fare	or	Ticket Fare
Medical trips (each-way)	\$2.00		\$1.50
Non-medical trips (each-way)	\$3.00		\$2.50

Transportation for pre-approved Medical Assistance trips is paid by Medical Assistance.

The Operations Manager will determine the fare for persons who do not fall into any of the above categories, who may only ride on a space-available basis.

**Passenger Assistance Policy**

All TransIT-plus drivers are trained in passenger assistance techniques and will provide passenger assistance in boarding and disembarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair.

TransIT-plus drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant to accompany and assist them. TransIT-plus does not provide Personal Care Attendants. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger.

For passengers using wheelchairs, TransIT-plus provides curb-to-curb service. The driver will board passengers in wheelchairs on the lift and secure the chair and person on board the bus. When the bus arrives at the destination, the driver will secure the passenger in the wheelchair on the lift and assist getting the passenger off of the lift. If any further assistance is needed from the vehicle to the destination, the passenger must be accompanied by a Personal Care Attendant (PCA) who is capable of assisting them.

TransIT-plus drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

TransIT-plus is not a delivery service. Passengers are responsible for carrying their own belongings. Packages that cannot be stowed on your lap or the seat beside you are not permitted. Packages carried on the bus will be limited to what the passenger can carry in one boarding. The driver cannot assist with these items.

**Personal Care Attendant Policy**

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities.

Individuals who need extensive assistance in traveling (beyond that which the TransIT-plus driver can provide), including lifting, carrying, support during the ride, and behavior control, must arrange for a PCA to accompany and assist them. TransIT-plus does not provide PCAs.

Passengers needing the assistance of a PCA must register the PCA with TransIT. A registered PCA may accompany the passenger free of charge.

It is strongly recommended that a person who requires the use of a PCA to travel always travel with their PCA since drivers cannot provide assistance beyond that which is described in the previous section.

### **Policy on Portable Breathing Aids**

Portable oxygen supplies and respirators are permitted on board TransIT-plus with proper notification. Oxygen tanks must be secured so they do not move during transport. Information about the use of this equipment must be provided to the dispatcher when scheduling service.

### **Passenger Securement Policy**

#### **Wheelchairs**

All standard wheelchairs (those measuring no more than 30" wide, from outer sides of wheels, and 48" long, from the back wheels to the footrests, and weighing no more than 600 pounds total combined weight of chair and person) will be accommodated. If the total combined weight of the individual and their wheelchair exceeds 600 pounds, TransIT's ability to accommodate the wheelchair will be evaluated on a case-by-case basis.

All wheelchairs must be secured to the vehicle in the designated area. The driver will provide assistance in securing the wheelchair.

Wheelchairs that cannot be properly secured (i.e. three-wheeled scooters) will be accommodated so long as they meet the size and weight restrictions above and fit within the securement area.

An individual using a wheelchair may transfer to a regular seat on the vehicle so long as they are able to accomplish the transfer independently or with the assistance of a personal care attendant. Drivers will not lift passengers.

#### **Seat Belts**

TransIT strongly recommends that all passengers wear seat belts in vehicles equipped with them; persons traveling in the front seat of sedans or vans are required to wear them. Persons using wheelchairs should be secured to their chairs in addition to having their wheelchairs secured to the vehicle. The driver will provide assistance in fastening seatbelts upon request.

#### **Child Safety Seats**

All children under the age of 6 or weighing less than 40 pounds must be secured in a child safety seat. TransIT will provide the safety seat with advanced notice.



## **Lift Use Policy**

TransIT strongly recommends that persons who wish to use the lift to board do so only when seated in a wheelchair. Persons who do not use wheelchairs but wish to use the lift to board or de-board the vehicle must inform the dispatcher when scheduling service. This is necessary for vehicle scheduling considerations. Also, if requested in advance, TransIT will provide a manual wheelchair for use when riding the lift.

## **PROCEDURES**

### **How to Register for TransIT-plus**

To register for TransIT-plus, a registration application must be submitted for approval to the Operations Manager. Applications are available at the TransIT office at 1040 Rocky Springs Road, Frederick, Maryland 21702, (301) 600-2065. The application form is also available on our website: [www.FrederickCountyMD.gov/transit](http://www.FrederickCountyMD.gov/transit)

The application requires one of the following

- **Proof of Age 60 or older** (one of the following):
  - Birth Certificate
  - Baptismal Certificate
  - Driver's License
  - MVA Identification Card
  - Marriage Certificate
- or • **Documentation of Disability:** information about the nature, extent, functional effect, and duration of your disability is requested in one part of the application. This part must be completed by your physician, caseworker, or other professional familiar with your disability.

Once the Operations Manager has approved your application, you may schedule service.

Members of the general public who are riding on a space-available basis do not need to register in advance.

### **How to Schedule a Trip**

Call the TransIT Dispatcher at **(301) 600-1725** between 8 a.m. - 4 p.m., Monday-Friday, at least two (2) business days before your appointment time (reservations accepted up to ten calendar days (10) in advance). You will hear the following options:

- *"To schedule a paratransit trip, please press 1."*  
Use this option to schedule future trips. The best time to call is between 8:30 a.m.-10:30 a.m. and 1:30 p.m. - 3:30 p.m.

- *“If you need to check on an existing trip for today, cancel a ride, or speak to a TransIT Dispatcher, please press 2.”*  
Use this option to cancel or check on your trip for today.

Hearing-impaired customers can use the Maryland TDD Relay System, 1-800-735-2258 to contact TransIT to schedule a trip.

### **What Information the Dispatcher Will Need**

When you call to schedule your trip, please be prepared to give the dispatcher the following information:

- Your name (and Medical Assistance card number, if applicable)
- Your daytime telephone number
- The date you would like to schedule your trip
- Your appointment time
- Where (complete address and phone number)
- Special assistance needed or other considerations (for example, if you use a wheelchair or travel with a Personal Care Attendant or service animal, or need the driver to meet you at your door).

Trips will not be scheduled until complete trip information is received.

You will be advised what time to be ready for pick up. It is our goal to pick up a passenger within 30 minutes of his or her “ready time.” Example: If your ready time is 9:00 a.m., you will be ready to be picked up between 9:00 a.m. and 9:30 a.m.

If your trip can be made using our fixed-route or shuttle-route bus service, the Dispatcher may schedule your trip on the appropriate bus route.

### **How to Request the Return Trip**

Your return trip will be scheduled when you make the initial trip request. Your return trip is scheduled one hour from your appointment, unless more time is needed/required. This reduces the possibility that you will have to wait when you are ready to return.

If you are not ready when the driver arrives for your return trip, you may call to request your return trip when you are ready. Return trips are provided on a first-come, first-served basis. Please be patient, as we cannot anticipate when all of our passengers will be ready to return. Most trips will be scheduled within 30 minutes after notification.

### **How to Cancel a Trip**

If you change your mind or are unable to make your scheduled trip, please let the Dispatcher know as soon as possible, but at least two hours in advance of your scheduled pickup. If you do not cancel your trip at least two (2) hours in advance, it

will be considered a "no show" (see "No Show" Policy) and could result in suspension of service. To cancel a trip, call 301-600-1725 and press 2.

### **How to Pay the Fare**

Each time you board the vehicle you must either pay the fare in the form of tickets, exact cash, or present your Medical Assistance card (if eligible) to the driver. Driver cannot provide change.

### **How to Purchase Tickets**

A Multi-trip ticket costs \$15.00 through the mail or in person.

#### **By Mail**

To purchase tickets by mail, send a check or money order payable to Frederick County Treasurer, along with a TransIT order form stating the number of TransIT-plus books requested, to:

Operations Manager  
TransIT Services of Frederick County  
1040 Rocky Springs Road  
Frederick, Maryland 21702

Please allow 1-2 weeks for delivery.

#### **In Person**

Tickets may be purchased at the following locations:

- TransIT Office at 1040 Rocky Springs Road, Mon-Fri 8:00 am - 4:00 pm
- Frederick Senior Center at 1440 Taney Ave., Mon-Fri 8:30 am - 4:00 pm
- County Treasurer's Office at 30 North Market St., Mon-Fri 8:00 am - 4:00 pm

Cash or checks payable to Frederick County Treasurer are accepted.

### **How to File a Compliment, Complaint, or Suggestion**

If you would like to recognize a driver or other member of our staff for excellent service, to file a complaint, or to make a suggestion for how we can provide you with better service, please use one of the mail-back cards supplied on the vehicle or write to:

Operations Manager  
TransIT Services of Frederick County  
1040 Rocky Springs Road  
Frederick, Maryland 21702

You may also call the Operations Manager at (301) 600-2065 Mon-Fri, 8:00 a.m. to 4:00 p.m. Be sure to provide your name and telephone number or address if you would like a response.

## **PASSENGER RIGHTS AND RESPONSIBILITIES**

### **The passenger has a right to:**

1. Safe, comfortable, and courteous service.
2. On-time service as scheduled by the dispatcher.
3. Information presented in an appropriate format.
4. Appeal any actions that result in a denial of service.

### **The passenger has the responsibility to:**

1. Be ready for the driver by the scheduled pick-up time.
2. Inform the dispatcher of any special assistance needs.
3. Inform the dispatcher of cancellations at least two (2) hours before the scheduled pick-up time.
4. Inform the Operations Manager of any service problems (or exemplary service).

## **OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS**

### **Public Transit**

- TransIT operates fixed-route bus service in Frederick City from 5:30 a.m. to 9:30 p.m. Monday through Thursday, 5:30 a.m. to 9:45 p.m. on Friday, and 7:30 a.m. to 9:45 p.m. on Saturday. During these times, our wheelchair-accessible buses circulate through most of the City and serve medical, shopping, employment, and education centers. Six routes operate as deviated-fixed routes. These routes operate on a regular schedule for use by all customers and can deviate within a 3/4-mile corridor for passengers who are functionally unable to board the bus at a scheduled time point because of a disability.
- TransIT operates commuter shuttle service between Frederick and Brunswick/Jefferson, Emmitsburg/Thurmont, Walkersville, Spring Ridge, Point of Rocks, and the Route 85/Crestwood Boulevard business corridor.

For more information, please call (301) 600-2065, or visit the TransIT office at 1040 Rocky Springs Road, Mon-Fri, 8:00 a.m. to 4:00 p.m., or check our website: [www.co.FrederickCountyMD.gov/transit](http://www.co.FrederickCountyMD.gov/transit). Schedules are also available by mail, on board TransIT vehicles, or at the following additional locations: Winchester Hall, City Hall, C. Burr Artz Library, FCC Reception Desk, Frederick County Chamber of Commerce, Frederick County Visitors Center, Frederick Towne Mall, Francis Scott Key Mall, and many other community service organizations.

### **Reduced Fare Program**

Senior citizens and persons with disabilities are eligible for reduced fares on our fixed-route bus services upon presentation of a reduced fare I.D. card. For more information about the reduced fare program and how to get an I.D. card, please call (301) 600-2065, or visit the TransIT office at 1040 Rocky Springs Road, Mon-Fri, 8:00 a.m. to 4:00 p.m.

### **Travel Training**

TransIT offers a travel-training program for anyone who needs a little help in learning to use fixed-route bus service. If you would be interested in this program, please call the Operations Manager at (301) 600-2065, Mon-Fri, 8:00 a.m. to 4:00 p.m.

### **ADA Paratransit**

If you have a disability that prevents you from using accessible fixed-route transit, you may be eligible for our ADA Paratransit service, a component of our TransIT-plus service. The ADA Paratransit service area and hours are comparable to that of our fixed-route bus service operating in Frederick City. Trip purposes are unrestricted, next-day reservations are accepted, and fares are \$2.50 each way. For more information, please call the Operations Manager at (301) 600-2065, Mon-Fri, 8:00 a.m. to 4:00 p.m.